

The Role of a Community Interpreter

A Community Interpreter's role is to deliver, as faithfully as possible, messages transmitted between persons who do not speak English and service providers in a diverse range of health, social and community service settings.

Responsibilities:

In relation to all parties

- Explains the role of the community interpreter
- Interprets accurately the meaning and intent of the words spoken
- Indicates to the speaker if the listener does not appear to understand the message
- Interrupts for clarification
- Respects the integrity and right to confidentiality of all parties
- Does not impose own values and opinions
- Maintains professional conduct at all times
- Maintains clear role boundaries:
 1. Refrains from giving advice, expressing opinions, solving problems, mediating and/or advocating
 2. Refrains from discussion of personal, political or potentially controversial topics in informal conversation with non-English speakers and families
 3. Refers non-English speakers who may have questions to the appropriate health, social or community service staff

In relation to self:

- Declines to interpret when there is a conflict, or the perception of a conflict of interest, or a factor or belief that may affect objectivity
- Participates as an equal member in the service team
- Participates in ongoing interpreter knowledge activities
- Reveals and corrects any errors made while interpreting

In relation to the health, social or community institution

- Adheres to the policies and procedures of the organization